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February 4, 2000

Ex Parte Submission

Magalie Roman Salas, Esq.
Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

RECEIVED
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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY
- 4 2000

Re: *Application of SBC Communications Inc. Pursuant to Section 271 of the
Telecommunications Act of 1996 to Provide In-Region, InterLATA
Services in Texas, CC Docket No. 00-4*

Dear Ms. Salas:

Enclosed for filing please find an original and one copy of the following:

- (1) Final Minutes for January 11, 2000 Change Management Process Meeting –
Arkansas, Kansas, Missouri, Oklahoma, Texas.
- (2) Tables providing disaggregations of Southwestern Bell Telephone Company
("SWBT") performance measurements 5, 10, and 11 for September 1999 through November
1999, by mode of entry.
- (3) A summary identifying edits that were moved from SORD edits to MOG- and LASR-
fatal errors, with supporting Accessible Letters.
- (4) Sample CLEC reject reports for both manual order processing and mechanized order
processing. These reports are available to the CLEC on SBC's CLEC Website under "CLEC
Specific Info." CLEC A represents a CLEC customer operating in a fully manual ordering
environment, while CLEC B represents a CLEC customer that uses electronic OSS for
mechanized order entry. These reports indicate the CLEC's success in sending complete and
accurate local service requests to SWBT, and can be used by the CLEC to improve its
performance in this area.

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(5) Guidelines distributed internally to SWBT's Local Service Center service representatives to assist their accurate order processing for CLEC customers, and to provide standards of performance for those service representatives.

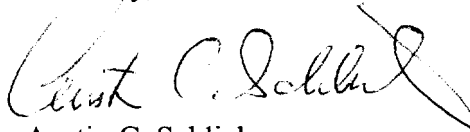
(6) A summary of mechanized fall-out reasons and LASR GUI reject reasons for October through December 1999. This report tracks the major reasons for mechanized order fall-out for an illustrative CLEC customer. This tracking assists the Local Service Center to help the CLEC improve its flow-through rates and also serves as an internal reference for the possible creation of additional edits or future enhancements to SWBT's OSS interfaces through the Change Management Process.

I also wish to correct an error identified in the Affidavit of William Dysart, filed on January 10, 2000. As explained in the Affidavit of Jan Rogers, the Texas PUC directed SWBT to leave directory listings in place during the resale and UNE provisioning processes, which SWBT's processes indeed do. Rogers Aff. ¶ 51 ("SWBT implemented a process that retains existing end user listings intact when the end user moves from SWBT local exchange service to that of a resale CLEC or a CLEC providing local service via unbundled local switching (i.e., switch port with or without loop) or Local Number Portability. If the CLEC wishes the existing end-user listing(s) and directory delivery information to remain unchanged from how they currently appear in SWBT's WP listing database, no DSR forms are required. The absence of the DSR forms acts as an instruction to SWBT that a directory listing for the end user is requested, and that the listing is to remain the same as it currently appears in SWBT's directory listing database."). The Dysart Affidavit's characterization of the UNE disconnect (D) order as "drop[ping]" listing information out of the database is therefore misleading. See Dysart Aff. ¶ 640. For clarity of the record, all after the first sentence of paragraph 640 of Mr. Dysart's affidavit should be stricken.

Finally, the staff have asked a question about calculation of Performance Measurement 11.1 (Mean Time to Return Manual Rejects that Are Received Electronically Via LEX or EDI). Currently, this measurement is measured in clock hours, as opposed to business hours. Pursuant to discussions during Texas PUC Docket 16251, however, SWBT intends in the future to calculate the measure based on business hours. This is a diagnostic measure only, and there are no liquidated damages or other payments associated with the measure.

All of the attached materials are being provided at the direct request of Commission staff. Please let me know if you have any questions about this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Austin C. Schlick", with a stylized flourish at the end.

Austin C. Schlick

Magalie Roman Salas, Esq.

Page 3

cc: Ms. Blue
Mr. Dever
Ms. Egler
Ms. Rosenworcel
Mr. Stanley
Ms. Stephens
Ms. Wright
Ms. Farroba, Texas PUC
Ms. Heisler, DOJ
ITS

Accessible



“Final Minutes for January 11, 2000 Change Management Process Meeting” – Arkansas, Kansas, Missouri, Oklahoma, Texas

Date: January 25, 2000

Number: **CLEC00-020**

Contact: Southwestern Bell Account Manager

This Accessible Letter serves to distribute the Final Minutes from the January 11, 2000 Change Management Process meeting. In the attachments you will find the following:

- ◆ Final Minutes
- ◆ Attendees List for those in attendance either in person or via conference bridge
- ◆ Action Item Log

Draft minutes were distributed to participants for comment. Comments received were incorporated into the Final Minutes.

Please direct any questions to your Account Manager.

Attachments

SWBT Change Management Process Meeting
Four Bell Plaza, 5th Floor, Room 5/6, Dallas, TX
Tuesday, January 11, 2000 ~ 10:00 AM – 12:30 PM
Final Minutes

Welcome and Introductions

SBC opened the meeting by welcoming all participants to the Change Management Process (CMP) meeting. A list of attendees is included as Attachment 1 and the agenda is included as Attachment 2 to these minutes.

Update on Year 2000 Enhancements – Phase 2 LIDB Update

SBC reported that it is continuing to work with IT to see if the schedule can be moved up from the December release. A question was asked as to when SBC would have a definitive answer on this issue. SBC responded that it hoped to have an answer by the next CMP meeting. *CLEC submitted comment on the draft version of the minutes was that this "hope" was understood to be a SWBT commitment.*

It was asked when the 12-Month Development View would be shared with the CLECs. SBC responded that the 12-Month Development View would be provided at the next CMP meeting, scheduled for February 8th. The 12-Month Development View is a regularly scheduled agenda item for discussion on a quarterly basis. A question was raised regarding the release dates for 2000. SBC stated that releases are scheduled for July 22 and December 2. An Accessible Letter with details for the April release will be distributed by the end of next week.

Update on January 15 Release

SBC reported that testing for the January 15 release is going well. There have been not reports of problems to date and the release is still on target to go in this weekend. It was pointed out that during testing for this release on a 2-State basis, it was discovered that on a return of a FOC, the format was incorrect. Apparently, the incorrect format was only on REQ TYP J. SBC asked if the 5-State CLECs tested REQ TYP J and if the same problem was encountered. The CLEC responded that it had not tested REQ TYP J.

ACTION ITEM: SBC will check to see if this problem was encountered in the 5-State testing.

Update on 13-State Change Management Process

SBC reported that the 13-State Drafting Team is scheduled to meet this afternoon and tomorrow to follow-up on outstanding action items. A conference call was held with the CLECs in the Ameritech region to go over their questions/concerns regarding the draft 13-State CMP. These items will be discussed at the 13-State Drafting Team meeting this afternoon. Implementation of the 13-State CMP is still scheduled for April 1, 2000.

CLEC Interface Proposals/Recommendations

SPID Field – Golden Harbor:

SBC reported that the “SPID Field” issue raised by Golden Harbor is a manual process in which the established business process was not being followed by the LSC. This issue is not an item for the CMP and should be addressed by the Account Manager. SBC will work with Golden Harbor to resolve this issue.

AT&T stated that although Golden Harbor’s issue is a manual process, there should be a “placeholder” in this CMP until the CLEC User Forum addresses the manual process. SBC responded that the Drafting Team recognizes this as a very important issue and has made provision in the draft 13-State CMP that if manual processes are not addressed in the User Forum, it will be brought back to the Drafting Team to be addressed in the CMP. AT&T further stated that manual processes as part of CMP, were discussed in the September 1999, 8-State Drafting Team meeting, which was before the formation of the CLEC User Forum.

Golden Harbor expressed concern regarding information on the CLEC web site, which stated that the SPID Field in LSOG4 would be implemented with the first release in 2000. SBC stated that perhaps the information they were looking at was an outdated 12-Month Development View or some other outdated documented, because the LSOG4 release has been pushed out to a later date and has been discussed in the last several priority setting meetings.

EDI Testing Process & Improvements

SBC stated that the 13-State Drafting Team suggested that EDI testing process and improvements be added to the agenda for today’s meeting to get CLEC input on whether it would be valuable to schedule a future meeting to discuss this topic. Planning a future meeting would permit sufficient time to identify and notify appropriate EDI SMEs to participate in the meeting. As a result of an action item from the 13-State Drafting Team, SBC held an internal meeting with its EDI SMEs regarding the EDI testing process and proposed improvements. A follow-up meeting was tentatively scheduled for February 3 or February 4, in St. Louis. SBC asked if there was CLEC interest in participating in this meeting. CLECs expressed interest in participating in this meeting and it was agreed to hold the meeting on February 3rd, in St. Louis.

ACTION ITEM: SBC will send out an Accessible Letter announcing this meeting and providing logistics.

A question was raised regarding how a CLEC would order duplicate (dual/concurrent) service. Information on a work-around for ordering duplicate service was sent by the Account Manager. It was unclear if an Accessible Letter detailing this information was distributed.

ACTION ITEM: SBC will find out if an Accessible Letter went out advising of the availability of this service and instructions on how it is to be ordered.

A question was raised as to which CCR process is currently being followed. SBC responded that the CCR process in the 5-State SWBT CMP is the one that should be followed until the 13-State CMP is rolled out.

Prior Action Items/Status/Updates

SBC reviewed the Action Item Log, which was updated and is included as Attachment 3 to these minutes.

A request was made to include the Action Item Log to the agenda of the upcoming meetings. SBC stated that the Action Item Log is distributed with the minutes of each meeting.

A question was raised on a new category of Accessible Letters that CLECs recently received in which the number starts with "OP". SBC stated that it would check into this new category and report back its findings.

ACTION ITEM: SBC will find out what Accessible Letter category the OP numbering is and report back its findings to the CLECs.

A request was made to add in the CLEC Handbook of the web site, a new search category for Accessible Letters. The new search category would be to allow CLECs to search on "All", in addition to the existing categories of General and OSS.

ACTION ITEM: SBC will investigate the possibility of adding a new search category.

A question was raised regarding which CMP SNET is following. There is concern since the Connecticut PUC is looking at the OSS testing and the CMP. SBC responded that SNET is following the current 8-State CMP and then will go to the 13-State CMP when it is rolled out.

A request was made to categorize the SWA Accessible Letters by state/region the way the General letters are categorized.

ACTION ITEM: SBC will investigate the possibility of categorizing the SWA Accessible Letters by state/region.

Concerns were expressed (Action Item #6-11/9), that there is still confusion on whether the CLECs should be sending in "C" or "P" as valid entries on the LNA for PIC changes. Perhaps an Accessible Letter to provide clarification needs to be sent. SBC responded that there is an internal group looking into the EDI mapping to LSOR (LSOG) interpretation and will be discussed at the February 3rd meeting in St. Louis.

Additional concerns were expressed regarding (Action Item #6-12/7) when the LIDB update will be made: with the completion of the "C" or "D" order. Documentation on

whether the information is being taken from the D or C order is not outlined in the specifications. Agreement was reached that this issue will be pursued in the LVAS meeting/forum (scheduled for February 1st and February 2nd) as well as in the CMP meeting. SBC will request LIDB SMEs to provide an update of this issue at the next CMP meeting.

ACTION ITEM: SBC will arrange to have LIDB SMEs attend the next scheduled CMP meeting on February 8th.

Status of CLEC Change Requests

SBC advised that all Change Requests received to date, except one, were added to the Change Request Log and the updated Log is now on the web site. SBC is currently working on adding the remaining change request on the Log. All change requests have been referred to the appropriate application group for review. There is one change request impacting the 5-State SWBT region, all others pertain to the 2-State region.

A request was made to provide a summary of the change request submitted. MCIW explained that the request is to eliminate the requirement to send address information on a LSR for unbundled orders when the customer is migrating to the CLEC on an "as is" basis. The validation would be performed on the telephone number with blank address fields unless there is a change in the address information at the time of migration.

A question was raised regarding the CCR process if a change request is denied and whether it would go through the CMP. SBC stated that there is currently no process in place yet. An option on a denied CCR is that the originating CLEC could discuss its change with other CLECs to see if there is support in the CLEC community to resubmit the change request. If all of the CLECs wanted the change to be made, SBC would probably hold additional discussions with the CLEC community to consider such things as the costs involved in making the requested change, re-prioritizing other enhancements already scheduled, etc.

Evaluation of CMP Effectiveness

SBC explained that assessing the effectiveness of the CMP will be a standing agenda item for future meetings.

Birch commented that there have been significant improvements in the CMP over the last year. However, there is concern that the CMP is not being followed with respect to the exception process. Birch felt that SBC was not following the intent of the CMP regarding the timelines set forth in the process due to the number of exceptions requested.

SBC replied that the two releases in the first quarter of 2000, which will be on an exception basis, are a result of mandated changes. The exception process is part of the CMP that allows SBC to implement process improvements which are considered to be beneficial for SBC and CLECs sooner than the scheduled release. SBC submits a request

to implement a release and the CLECs have an opportunity to decide whether to allow SBC to implement the release or not.

Birch stated that mandated releases impact the prioritization of enhancements. There is then additional work, but no additional resources are provided to work on the mandates and/or enhancements.

AT&T stated that it is very difficult to vote against an exception requested by SBC because it sees the benefits of the enhancement. Also, if a process improvement release was voted down by any CLEC, there is a concern that this objection would set a precedent on future exception requests. AT&T commented that it appears that work on the requirements did not begin early enough to allow sufficient time to complete the requirements to meet the CMP timeline.

SBC responded that many of the exceptions are process improvements, which are identified by CLECs or the LSC on an on-going basis, so are not enhancements that can be planned months in advance. SBC reiterated that the exceptions process is part of the CMP which requires SBC to request permission/approval by CLECs to move forward with the release. Generally, the process improvements are such that it should benefit all concerned and the changes are relatively minor in scope.

MCIW expressed serious concern that its comments on minutes of a recent sidebar meeting were not taken into account for final minutes. MCIW considers sidebar meetings just as important as CMP meetings and felt that CLECs should have the opportunity to review and provide comments to sidebar meeting minutes.

SBC responded that in the past sidebar meeting minutes were not produced because the meetings were generally working meetings. It has been just recently that sidebar meeting minutes have been distributed. SBC rarely receives CLEC comments on draft minutes, and now with so many CMP meetings, it has become difficult to manage the workload involved in producing the draft minutes, keeping track of when CLEC comments are due back, and then send out final minutes all within the required timelines. SBC thought that it can be more effective by resolving issues and not getting bogged down in administrative work.

SBC acknowledged CLECs' concern and offered the following for consideration:

If a CLEC feels that the minutes are inaccurate, do not adequately document the meeting, or believes that there are omitted items that should be in the minutes, the CLEC can raise this at the next scheduled CMP meeting. The CLEC's comments/input regarding the sidebar meeting minutes will be documented in that CMP meeting minutes.

SBC will add a standing agenda item to future CMP meetings to ask if anyone has items to discuss and to be documented in the CMP meeting minutes related to a prior sidebar meeting.

MCIW stated that this sounds like a good suggestion, but felt if the sidebar meeting minutes do not accurately document the meeting, it will not serve as a good audit trail. If the minutes do not accurately reflect the discussion and resolution, it will raise more concerns/confusion that the issue of the sidebar meeting may not have been resolved satisfactorily.

SBC suggested that during the discussion of the input/comments on the sidebar meeting brought up by the CLEC, a decision can be made as to whether it is sufficient to document the input in the CMP meeting minutes, or if SBC needs to incorporate the input into the original sidebar meeting minutes and re-distribute the minutes via Accessible Letter as corrected minutes. CLECs concurred that this proposal is acceptable.

ACTION ITEM: SBC will add a standing agenda item to future CMP meetings for CLEC comments on sidebar meeting minutes.

Future Meeting/Logistics

The date for the next 5-State SWBT CMP meeting is February 8, 2000 at 10:00 AM.

Meeting adjourned at 12:10 PM.

SWBT Change Management Process Meeting
 Four Bell Plaza, 5th Floor, Room 5/6, Dallas, TX
 January 11, 2000 ~ 10:00 AM to 12:00 PM

Attendees List

Attachment 1

Attendee	Company Name	Email Address
Bannecker, Bob	SBC Communications	
Brauchle, Rich	AT&T	rbrauchle@ems.att.com
Chambers, Julie	AT&T	jschambers@att.com
Coleman, Karen	MCIWorldcom	karen.a.coleman@wcom.com
*Desborough, Carol	MCI WorldCom	carol.desborough@wcom.com
Eggen, Mary Ann	SBC Communications	
*Ellison, Sandra	Golden Harbor	sandrae@thrifty.net
Escobedo, Chris	SBC Communications	
Gritt, Lisa	Sprint	lisa.l.gritt@mail.sprint.com
Gunnels, Mike	AT&T	mwgunnels@att.com
Hardy, Eva	SBC Communications	exhardy@pacbell.com
Head, Alisa	Great West Services	heada@greatwestmgmt.com
Hebert, Raymond	SBC Communications	
Hines, Chris	SBC Communications	ch1787@txmail.sbc.com
Kendall, Roseann	MCI Worldcom	roseann.kendall@wcom.com
*Kettler, Patti	Birch Telecom	pkettler@birchtel.com
King, Kathy	SBC Communications	mkking@pacbell.com
*Lasch, Dick	GTE	richard.lasch@cc.gte.com
Maxwell, Jade	Intermedia Communications	jmmaxwell@intermedia.com
McFarland, J.D.	SBC Communications	
McMillon, Terri	MCI Worldcom	terri.mcmillon@wcom.com
Monreal, Charlotte	SBC Communications	
Montgomery, Sarah	Westel, Inc.	sarah.montgomery@wetel.net
Pinick, Paul	Birch	pinickp@birch.com
*Powell, John	Excel Communications, Inc.	

SWBT Change Management Process Meeting
Four Bell Plaza, 5th Floor, Room 5/6, Dallas, TX
January 11, 2000 ~ 10:00 AM to 12:00 PM

Attendees List

Attachment 1

Attendee	Company Name	Email Address
*Protheroe, Pam	AT&T	protheroe@att.com
Roberts, Donna	Sprint	donna.roberts@mail.sprint.com
Sanders, Janeen	MCIWorldcom	janeen.sanders@wcom.com
*Sargent, Brenda	Golden Harbor	brendas@thrifty.net
Schneer, Kenneth	Sage	kschneer@sagetelecom.net
Taff, Steve	Allegiance Telecom	steve.taff@allegiancetelecom.com
*Thomas, Betty	Excel Communications, Inc.	
*Thompson, Cash	GTE Communication Corp. (GTECC)	cash.thompson@cc.gte.com
*Watson, Lorraine	MCIW	lorraine.watson@wcom.com
Weber, Marilyn	SBC Communications	
Weger, Misty	SBC Communications	
*Wheaton, Coreen	MCIW	coreen.wheaton@wcom.com
*Willard, Walt	AT&T	wwillard@att.com

Change Management Process Meeting

Date: Tuesday, January 11, 2000 **Time:** 10:00 a.m. – 12:00 p.m. Central Standard Time

Location: Four Bell Plaza, 5th Floor, Room 5/6, Dallas, Texas

Conference Bridge: 1-800-220-0688, **Passcode:** 925-277-3873#

Final Agenda

TOPIC
<ul style="list-style-type: none">◆ Welcome and Introductions◆ Update on Year 2000 Enhancements<ul style="list-style-type: none">◆ Phase II LIDB Update◆ Update on January 15 Release◆ Update on 13-State Change Management Process◆ CLEC Interface Proposals/Recommendations<ul style="list-style-type: none">◆ FID Field – Golden Harbor◆ EDI Testing Process & Improvements◆ Prior Action Items/Status/Updates◆ Status of CLEC Change Requests◆ Evaluation of CMP Effectiveness◆ Future Meeting Logistics◆ Summary and Wrap-up

SWBT Action Item Log
Change Management Process Meeting
As of 01/11/2000

Current Action Items:

Attachment 3

Number	Action Item	Owner	Status	Comments
#3 – 8/10/99	AT&T questioned why CLECs need to provide data on supplemental orders. MCIW stated that the Telcordia report on testing had indicated that SBC had a report available that provides data on supplemental orders. SBC agreed to look into a report and respond back at the next meeting. (Combined issue #5 identified on 7/13 – CLECs to provide 6-months of data for SUP type/scenario at the January, 2000 CMP meeting.)	SBC	Open	11/9 – SBC stated that it has not been able to track down anyone with information on the Telcordia report or a name of a person to contact at Telcordia. AT&T offered to check to see if they have a name of an individual at Telcordia for SBC to contact. 12/7 – SBC will contact Judy Nix from Telcordia. 12/20/99 – Chris contacted Beth Lawson. Telcordia only had test LSRs. 1/11/2000 – Placed call to our contact at Telcordia, pending response.
#4 – 8/10/99	SBC will check if 1998 Accessible Letters sent prior to email distribution would be posted on the web site.	SBC	Closed 1/11/00	9/14 - Target for 4 th quarter, 1999 12/7 – On target for completion by end of 4 th quarter, 1999. 1/11/2000 - Pre 1999 Accessible Letters were put on the web site (refer to CLEC99-194, distributed 12/30/99).
#5 – 8/10/99	MCIW asked why OSS letters are stored separately. Can all letters, whether OSS or not, be stored together? SBC will take these items into consideration and will explore if alternatives are feasible.	SBC	Closed 1/11/00	12/6 – Target for 1 st quarter, 2000 12/7 – On target for completion by end of 1 st quarter, 2000. 1/11/2000 – OSS Accessible Letters are now in the same location as the general Accessible Letters (refer to CLEC99-194, distributed 12/30/99).
#2 – 10/12/99	SBC will add the review and approval of the 8-State document to the agenda for the November meeting.	SBC	Closed 1/11/00	Proposed 8-State CMP document will be taken to the 13-State drafting team meetings. Outcome of those meetings will be sent out for approval by all CLECs. 1/11/2000 – Request to close this item. Due to the merger with Ameritech, working on 13-State process.

SWBT Action Item Log
Change Management Process Meeting
As of 01/11/2000

Current Action Items:

Attachment 3

Number	Action Item	Owner	Status	Comments
#3 – 10/12/99	SBC will investigate further the difference with regard to LIDB between how Resale and UNE loop are handled.	SBC	Pending	SBC confirmed at the 10/28 conference call that UNE will be handled the same way Resale is handled. 11/9 – It was agreed that this item would be closed after the 11/15 conference call to a review and discuss the LIDB requirements. 12/7 – MCIW will check internally to ensure there are no additional issues with this action item before it is closed. <i>1/11/2000 – MCIW requested that this item be left open until the 1/15/2000 release is implemented..</i>
#5 – 10/12/99	SBC will check into opening up the LSR OBF fields that it currently does not use.	SBC	Pending	SBC stated that it plans to open up the fields necessary to treat UNE the same as Resale. 11/9 – It was agreed that this item would be closed after review of the requirements. 12/7 – MCIW will check internally to ensure there are no additional issues with this action item before it is closed. <i>1/11/2000 – MCIW requested that this item be left open until further clarification.</i>
#6 – 11/9/99	SBC will investigate what is causing rejects for “C” vs. “P”, and if applicable, why change notification did not follow CMP process.	SBC	Pending	1/11/2000 – SBC implemented the matrix from the SOSC which included a typo. When SOSC published the new matrix, the typo had been corrected. SBC then corrected its error without going through Change Management Process. We should have notified CLECs via CMP, and will do so in the future for these types of changes.
#1 – 12/7/99	SBC will provide the Initial Requirements via Accessible Letter for the enhancements scheduled for April, for CLEC input on whether to move forward with the enhancements as scheduled.	SBC	Open	1/11/2000 – A letter should go out next week.

SWBT Action Item Log
Change Management Process Meeting
As of 01/11/2000

Current Action Items:

Attachment 3

Number	Action Item	Owner	Status	Comments
#2 – 12/7/99	SBC will investigate the possibility of improving the target date for delivery of LIDB Phase II.	SBC	Open	1/11/2000 – SWBT is unable to move up the LIDB Phase 2 release no earlier than December. 1/11/2000 – SBC is still pursuing possibility of moving up date for release.
#3 – 12/7/99	SBC will provide additional information on the RPON process via Accessible Letter, and if requested by the CLECs, schedule a conference call to discuss the information.	SBC	Pending	1/11/2000 – The RPON enhancement has been delayed until the April release. Details will be provided (refer to CLEC99-173 distributed 12/23/99).
#4 – 12/7/99	SBC will provide Requirements for the enhancements pertaining to Address Validation on Conversion by the first of January.	SBC	Open	1/11/2000 – Requirements for Address Validation should be available next week.
#5 – 12/7/99	SBC will send an Accessible Letter providing the logistics for a 7-State conference call to discuss the LSR enhancements/changes scheduled for the year 2000.	SBC	Closed 1/11/00	1/11/2000 – Conference call was held and logistics provided in Accessible Letter CLEC99-165 sent 12/10/99.
#6 – 12/7/99	SBC will take the input back to the internal LIDB requirements team that the CLECs would like the trigger to be taken from the C order (on the SOC) and not on the completion of the D order, and let them know that Birch would like to provide input into the development of the requirements.	SBC	Open	1/11/2000 – Issue referred to internal requirements team. 1/11/2000 – CLECS requested that a SME be available for next discussion.
#7 – 12/7/99	SBC will send out an “exception” Accessible Letter with definitions and more detail on the Additional Manually Generated Electronic Reject Messages and Additional Jeopardy Reasons for the proposed January 15 th , 2000 implementation.	SBC	Closed 1/11/00	1/11/2000 – Accessible Letter with details was distributed. Refer to CLEC99-168 dated 12/20/99.
#8 – 12/7/99	SBC will update the SWBT CMP document with the proposed language on the timeline for issuing the meeting minutes.	SBC	Open	1/11/2000 – CMP document updated to include proposed language. Revised document to be distributed via Accessible Letter next week.
#9 – 12/7/99	SBC will take the proposed language change on the timeline for issuing the meeting minutes to the 13-State Drafting team for consideration.	SBC	Open	1/11/2000 – Will be discussed at the Drafting Team meeting on 1/11.
#1 – 1/11/2000	SBC will investigate concern raised that on a return of a FOC, the format was incorrect on REQTYP J, when testing for the 1/15 release in the 2-State region. SBC will check to see if this has occurred in the 5-state region.	SBC	Open	

SWBT Action Item Log
Change Management Process Meeting
As of 01/11/2000

Current Action Items:

Attachment 3

Number	Action Item	Owner	Status	Comments
#2 - 1/11/2000	SBC will schedule a sidebar meeting on EDI requirements and testing improvements for February 3 rd in St.Louis, and send out an Accessible Letter providing logistics.	SBC	Open	
#3 – 1/11/2000	SBC will find out if an Accessible Letter went out advising of the availability of ordering duplicate (dual/concurrent) service and instructions on how it is to be ordered.	SBC	Open	
#4 – 1/11/2000	SBC will find out what Accessible Letter category the OP numbering is and report back its findings to CLECs.	SBC	Open	
#5 - 1/11/2000	SBC will investigate the possibility of adding a new search category for Accessible Letters, to allow CLECs to search on “all” in addition to the existing categories of General and OSS.	SBC	Open	
#6 - 1/11/2000	SBC will investigate the possibility of categorizing the SWA Accessible Letters by state/region, like the General and OSS categories.	SBC	Open	
#7 – 1/11/2000	SBC will arrange to have LIDB SMEs attend the next scheduled CMP meeting on February 8 th to provide an update and clarification on whether the LIDB update is made with the completion of the “C” or “D” order.	SBC	Open	
#8 - 1/11/2000	SBC will add a standing agenda item to CMP meetings for CLEC comments on sidebar meeting minutes.	SBC	Open	

SWBT Action Item Log
Change Management Process Meeting
As of 01/11/2000

Closed Action Items:

Attachment 3

Number	Action Item	Owner	Status	Comments
1 – 7/13	CLECs to provide Account Managers by Friday, August 30, 1999 with: <ul style="list-style-type: none"> • intent to test the October Release • test cases for October Release. 		Closed 9/14	
2 – 7/13	SBC to include in the July 28 th California CMP meeting agenda a discussion item on the scope of the drafting team. Clarification will then be provided at the August 10th 5-state CMP meeting.		Closed	Clarification to be provided during the 8-10 CMP meeting. SBC provided status from the July 28 California Change Management meeting, where it was agreed that the California agreement would be used as a template for developing a process that will work for the existing 8 states.
3 – 7/13	SBC will investigate a formal documented CMP in SNET and notify drafting team members.		Closed	There is not a formal documented process.
4 – 7/13	SBC will provide status regarding its investigation to expand versioning to include dot releases at the next CMP meeting.		Closed 9/14	Versioning meeting held on 8-9, Accessible Letter to be distributed by August 31 st 1999.
6 – 7/13	SBC will prepare a written response to Sprint's Change Request by July 20 th . Furthermore, the response will be documented in the Change Request Summary and will be included with these meeting minutes.		Closed	The Feature Availability function is available in both the SWB and PB/NB regions on a feature specific basis. Currently, both SWB and PB/NB provide a validation of one feature at a time, which is how OBF has defined the function in approved Issue 1278. This functionality has been re-defined, however, to provide a list of features by switch and is included in Issue 1671. This issue, however, will not be finalized by OBF in time for SBC to implement in 1999. SBC clarified that the SWB region back-end system cannot utilize NPA/NXX and would require a 10-digit telephone number to be similar, which is not the current industry guideline. To initiate the SWB 10-digit Telephone Number change, SBC will introduce the issue at OBF.
7 – 7/13	A CLEC must notify SBC in writing through its Account Team by August 9 th if it wishes to invoke the voting process for the August Release. If such voting is necessary, the vote will be taken at the August 10 th CMP meeting and SBC will notify all eligible CLECs of the call for a vote.		Closed	SBC was notified that one CLEC called for a vote.
8 – 7/13	An email notice detailing the call-in number for a CLEC testing readiness call on July 23 rd will be sent to CLECs who have confirmed joint testing with SWBT.		Closed	Conference call on 7/23 has been held.

SWBT Action Item Log
Change Management Process Meeting
As of 01/11/2000

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9 – 7/13	SBC to verify when pre-1999 OSS Accessible Letters will be available on the CLEC Website.		Closed	These Accessible Letters will be on the website in the 4 th Quarter
10 – 7/13	Draft meeting minutes to CLECs will be distributed on Friday, July 16 th or Monday, July 19 th . CLEC comments are due July 23 rd with Final Minutes to be issued on July 27 th .		Closed	Final Minutes Accessible Letter CLEC99-104.
1 – 8/10	SBC committed to send out an Accessible letter with details on the 2 additional changes for the Oct. 23 rd release and request comments. If no protests are received, then the two additional items will be added and a final Accessible Letter will be sent confirming the additions.		Closed 9/14	Accessible Letter CLEC99-112 announced proposed changes.
2 – 8/10	SBC will provide the decision on versioning by August 31 in an Accessible Letter.		Closed 9/14	
1 – 9/14	SBC will ask its EDI support group to validate that all mapping of the APPTIME field is compliant with National Standards. Any found out-of-compliance will be changed, following the proper change management process.	SBC	Closed 12/7	11/9 – SBC stated that it accepts both military and AM/PM times, which is not in compliance. SBC accepts both to accommodate those CLECs who were not able to convert to military time for the release. 12/06 – Accessible Letter (CLEC99-162) addressing this issue was distributed on 11/23/99.
2 – 9/14	MCIW, GTECC, and Sprint will find out how they are currently handling indefinite end user service addresses (related to modification SBC presented to Final Requirements for 10/23 Release) and provide feedback via their account managers by 9/15 so that a conference call could be held on 9/17.	CLECs	Closed 9/15	All responded. Issue closed.
1 – 10/12	SBC will send the 8-State CMP document to those participating in the meeting via conference bridge	SBC	Closed 10/22	Distributed CMP document via email on 10/22.
4 – 10/12	SBC will provide conference bridge information and send out more information on LIDB based on today's meeting as well as default mapping documents via Accessible Letter for the special LIDB meeting scheduled for 10/28.	SBC	Closed 10/22	Information provided on 10/22 via Accessible Letter CLEC99-154
6 – 10/12	SBC will send out a list of enhancement projects for the year 2000 by the end of next week.	SBC	Closed 10/29	List of projects distributed with announcement of 7-State Project Prioritization and November CMP meeting.
7 – 10/12	SBC will find out if there is a document/guide listing the location of the items on the new CMP web site.	SBC	Closed 11/9	Accessible Letter CLEC99-141 (distributed 10/14) provided URL and outlined the information contained in the SWBT's CMP web page.
1 – 11/9	SBC will clarify the deadline for filing the final minutes with the TPUC, revise the CMP document as necessary, and advise CLECs.	SBC	Closed 12/7	11/19 – The deadline for filing with the TPUC is two weeks. Revised draft wording is a handout for 12/7 meeting.

SWBT Action Item Log
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Closed Action Items:

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Number	Action Item	Owner	Status	Comments
2 – 11/9	SBC will send out an Accessible Letter with the conference bridge information for the 11/15 conference call to discuss the LIDB initial requirements.	SBC	Closed 12/7	Accessible Letter (CLECSS99-155) with the conference bridge information was distributed on 11/15.
3 – 11/9	SBC will follow-up on the status of the requirements for the 3/18/00 DataGate release and respond to AT&T, Excel Communications, and MCIW with expected target date for distribution.	SBC	Closed 12/7	Initial requirements Accessible Letter will be released on 12/17, final requirements Accessible Letter will be released on 1/14/00, CLECs can begin testing on 2/9/00, with the production release on 3/18/00. Exceptions process will be invoked for this release.
4 – 11/9	CLECs to provide examples of address validation edit/reject orders to SBC by end of next week.	CLEC	Closed 12/7	Birch express mailed examples to SBC. 10 examples received on 11/22.
5 – 11/9	SBC will research the issue of address validation edits/rejects, and discuss its findings/proposed resolution at first CLEC User Forum.	SBC	Closed 12/7	Closed to CLEC User Forum.
7 – 11/9	SBC will add to the agenda of the first CLEC User Forum, the issue of delays in issuing User ID's and authorizing access to the IS Call Center.	SBC	Closed 12/7	Closed to CLEC User Forum.
8 – 11/9	SBC will add to the agenda of the first CLEC User Forum, the issue of appropriate notification when necessary due to problems with fax machines and redirecting faxed orders.	SBC	Closed 12/7	Closed to CLEC User Forum.